

## CDDO PEER REVIEW INTERVIEW COMPONENT

CONSUMER/FAMILY INTERVIEW QUESTIONS	Y	N	N/A	COMMENTS
1) Did you understand the eligibility application process? If not, please explain.				
2) Do you believe the eligibility determination process is understandable and timely? If not, were you kept informed about the reason for the delay? If not, please explain. (Interviewer: Review the definition of "eligibility determination process" prior to asking this question.				
3) Do you believe the service referral process (including options counseling) was timely? If not, please explain.				
4) Did the CDDO make you aware that you can appeal or request a review of any decision made by your CDDO? If not, explain.				
5) If currently receiving services, did you receive information on all service providers in your area when you found out you had funding and could begin the process of selecting a provider?				
6) If currently receiving services, have you ever changed service providers? If so, how did you receive information about all your service options?				
7) If currently receiving services, do you know who to contact if you want to change service providers? If so, who?				
8) Do you have any other information regarding your interactions with the CDDO that you would like for us to consider?				
COMMUNITY SERVICE PROVIDER INTERVIEW	Y	N	N/A	COMMENTS
8) Does the CDDO have an effective process for completing the annual BASIS assessment? If no, please explain?				
9) Does the CDDO maintain a process to solicit (ask you) for your input on CDDO policies/procedures, major local systems change				

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and statewide initiatives for which they represent your area? If not, please explain.				
10) Does the CDDO share information about your CSP with persons seeking services?				
11) Does the CDDOs literature demonstrate impartiality regarding the CSPs in your area?				
12) Are you aware of communication in which the CDDO benefitted one CSP over another? If yes, please explain.				
13) Does the CDDO manage an effective process for persons to access your services? If not, please explain.				
14) Does the CDDO maintain and share (if requested) a list of names of those persons interested in services who have consented to release their names?				
15) Does your CSPs grievance/dispute resolution process refer the person to the CDDO if the issue is unresolved? If not, please explain.				
<b>CDDO DIRECTOR INTERVIEW</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>COMMENTS</b>
16) Has the CDDO refused to affiliate with a provider? If so, please explain why? If so, was the appropriate regulatory criteria applied?				
17) Has the CDDO cancelled/suspended an affiliate agreement? If so, was the appropriate regulatory criteria applied?				

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18) Does the CDDO solicit input from all affiliates regarding policies/procedures, major local systems change and statewide initiatives for which they represent your area? If so, how?				
19) Does the CDDO maintain separate in CDDO/CSP functions? If so, how?				
20) Do you explain the difference between the CDDO and CSP functions to families and consumers? If so, how?				
21) Do all CSPs in your area serve anyone requesting services, regardless of severity of disability? If not, please explain				
22) Does the CDDO QA process assure services are provided in a manner consistent with Article 64 including: Choice, Person-Centered, Rights & Responsibilities, Paid/Delivered, Third party payment responsibility, Report ANE? If so, how?				

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23) Does the CDDO inform persons and providers of the dispute resolution process? If so, how?				
24) What does your CDDO do in terms of best practices, or something that may set you apart from other CDDOs across the state? What are your organizations greatest strengths?				
25) In your opinion, what are some areas your CDDO could make improvements?				
26) What CDDO function do you find to be the most challenging? Why?				
27) What does your organization do in terms of strategic planning? Looking forward over the next five years, what sort of goals may your organization be working towards?				
28) How does your organization measure your success? Specifically, what sort of data does your CDDO capture? How do you analyze the data?				

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BASIS ASSESSOR INTERVIEW	Y	N	NA	COMMENTS
1) Please walk us through the assessment process for an initial assessment and a reassessment. What does the timeline look like from start to completion?				
2) Is the consumer always present for their BASIS assessment? If not, please explain why...				
3) Does the CDDO report BASIS information to KDADS in the agreed upon timeframe? Please explain...				
4) What do you find to be the most challenging aspect of your position?				
5) In your opinion, what improvements can be made to the assessor process?				
6) What sorts of education and training is offered to you by the CDDO or you participate in on you own?				